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## COMMUNICATION – THE BASIC WEAPON OF THE LOCAL POLICE

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### Abstract

*This paper aims to tap a very important subject related to intellectual and professional abilities which a civil servant, a local policeman must possess, the knowledge of communication, both verbally and in writing, that everyday reality brings in front.*

*To form these skills, he needs to master very well the fundamental theoretical concepts related to communication. In addition, a local police has to practice skills and talent through rehearsals, as well as to memorize certain types of formulas of expressions he will use. Any kind of communication starts with greeting, then you introduce yourself and it finishes in a kind of open window for the next meetings.*

*It is meritorious for the local police to know and understand the human features, the different categories of persons he comes into contact with and interrelates, as well as to know the technique to initiate, maintain and close communication.*

*The paperwork is structured on theoretical notions about communication, reverential formulas and communication with different persons of various behaviors.*

### Key words:

#### Communication:

- **Notice, information, news, report, contact, contact, relationship.**
- Transmission of information, news, and hearing and finding persons.
- Determining a person or more using language, to give up at the first thought, to adjudicate from a different angle or point of view of a situation, a case.

#### Politeness:

- **Attitude, behavior consistent with good fit, kind, polite.**
- The set of rules of behavior in good spirit, kindness and mutual respect.
- Kind, polite behavior, formal wear of the local police in dealing with third parties.

### Introduction

Local police carry out their work in the service of citizens. They can be considered as service providers and recipient is the citizen and the community. These services must be provided in a professional manner, with authority and in compliance with the law. Life requires more than ever, special attention to the shape of things, maybe more than the content.

In a world marked by change, worries and tension, community representatives, civil servants, local cops must be selected carefully, carefully trained to be able to respond to citizens' expectations. There are two ways to influence attitudes, behaviors, suggestibility and power of persuasion. One and the most powerful is communication - which is the basic weapon of the local police. A good communication creates short link bridges that can loosen people; you can create the prerequisites for a civilized and benefactor dialogue.

### 1. Greeting and mimics

Greeting is the first sign of politeness; it is its oldest manifestation. In time it became mandatory duty towards each familiar person and, sometimes, towards strange persons.

It expresses friendship and good-will to one another and the beginning of a polite beginning. It also stands for a double honor : one, for the greeted person, and, two, for the one who greets. Greeting is completed by facial expressions and appropriate gestures. Greeting has a number of nuances that can complete its meaning in order to become a sign of respect, esteem and consideration or, on the contrary.

The greeting of the local policeman highlights his good manners and intentions, representing the source of collaboration and the citizens' support. He must not wait to be saluted but to head off greeting and to respond with good will and without exaggeration to say hello.

Mimics, very specific to human behavior, have a great power of suggestion, completing the meaning of the words. That's why words must be controlled, carefully chosen and used properly. Uncontrolled gestures lead to confusion, hilarity, disapproval giving the impression of a total disdain of people. Such examples are : rubbing the face or chin, keeping hands in pockets, scratching during the dialog or talking with cigarette in mouth.

**2.Human communication** means relationship among people and it is built with emotions, feelings, attitudes and interests. It creates a web of relations as it is a transitional process during which meanings, ideas, energies, feelings and even goods change owners, either from one individual to another, or to a small group or to a large one. The main objective of human communication is to make the interlocutor to feel, to think or to behave in a certain way. It represents the level of creation and transmission of a message from the emitter to the receptor.

The elements of the communication process suppose:

- a. The existence of at least two partners (emitter and receptor), and the relationship that occurs between them;
- b. The capacity of the partners to emit and receive signals in a certain code which is familiar to both of them;
- c. The existence of a message transmission channel;

Levels of communication:

- a. inner communication is the relation between a person and his inner voice. The main forms of this communication are thinking, meditation, planning, memorization and dreaming.
- b. communication also represents the dialog between two interlocutors in an exclusive way. It can satisfy the need of recognition, of controlling, of dominating, and of imposing one's own will, to lead or influence.
- c. Group communication represents the communication among intimate friends, within a team, a family or in a small group of persons. Inside these groups knowledge or personal experiences are shared, problems are solved, tension is created or eliminated, new ideas are elaborated, important decisions are taken or invented.
- d. Mass communication may occur in a great variety of forms : book, print media, audio visual facilities. The common feature of this communication is represented by the delayed, incomplete and weak answer of that who gets the message.

### **Types of communication:**

1. Verbal communication (through words) is acquired through study and practice.

Its success is conditioned by the visual control existing between the speaker and the listener and the differences in perception are brought by the biological, psychological and social peculiarities (sex, age, health, memory, temperament, culture, nationality and education).

2. Non-verbal communication (symbols, signs, through presence, through the arrangement of things around us ) includes :

- sensory communication : messages are got through the senses(sight, hearing, smell, touch, taste)

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- aesthetic communication : messages are sent through various artistic forms (painting, dance, music, image)
- communication by using symbols (flag, badge, distinction, decoration).

A message can be transmitted through:

- a. verbal language achieved with words - 7 %;
- b. non-verbal language – achieved by mimics, gestures - 55%
- c. paraverbal language – is a form of the non verbal language, a vocal form represented by tone, tones of his voice, the rhythm of speech, enhancement mode in the words, pauses between words, verbal tics – 38%

The speakers behavior is also important in understanding a message. The speakers can be passive, assertive (attitude, the way of defending rights) and aggressive.

Here is an efficient guide of communication:

1. Listen attentively;
2. Speak about what the other person is interested in;
3. Avoid boring details;
4. Avoid platitude, monotony;
5. Express clearly;
6. Ask questions frankly, in an open way;
7. Prove everything in controversy;
8. Think before you interrupt;
9. Develop a tolerant attitude;
10. Be generous when you appreciate;
11. Be flexible;
12. Trust yourself;
13. Speak loud;
14. Look into the eyes of the listener;
15. Think positive;
16. Control time;
17. Encourage feed-back and show you care;
18. Repeat the clear subjects of the message;
19. Empathize with the listener;
20. Thank for the feed-back;
21. Smile;

### 3. Reverent formulas and stereotypes which must be used or avoided by the local policeman.

In the official relations of the local policeman with people in the community, aggression is very seriously and responsibly dealt with, especially in work relationship, which can be strongly influenced by this.

The Romanian people have a born sense of politeness and good behavior. Our language offers many formulas of addressing: you (singular), you (plural), and many possibilities of nuances through which we can show respect, esteem in a discreet or ceremoniously way, depending on the relations existing between the speakers.

Here are some polite ways of addressing:

1. If you would be so kind and allow me....
2. Please ,let me...
3. I kindly ask you...
4. Dear Mr. Popescu...
5. Dear Madam...
6. Distinguished ladies...
7. Distinguished gentlemen...
8. Distinguished colleagues...
9. Honored Commission...
10. Honored Mrs. directories

11. Honored Mrs. engineer
12. Honored Mrs. teacher...
13. I come to invite you...
14. I'd ask permission to suggest you ...
15. Allow me to offer you...
16. Regretfully, I must ...
17. I am very pleased with the given suggestions and I thank you...
18. I would kindly ask you to wait...
19. Would you be so kind...
20. Please let me...
21. Tell me, please, what can I do for you...
22. Please give us a few days to check ...
23. May God speed with you...
24. I wish you speedy healing...

Verbal stereotypes are removed by :

- a. non-utilization of demeaning, annoying formulas : Hey, you over there
- b. avoiding phrases such as : you're not right, I contradict you, you're lying;
- c. avoiding from the communication slogans without any meaning : it is necessary to draw the conclusion, we will act firmly, relentlessly, we are committed to;
- d. engaging in discussions on topics they have mastered using the right words without formulas such issues, problems, tricks, calculations
- e. avoid wording in jargon and slang or use set expressions which show antipathy and lead to distrust.
- f. Such expressions are used by offenders, black market traders, but local policeman, even if they know the meaning, they need to avoid their use.

#### 4. Local police behavior and manners of communication approach.

##### a. Initiating communication and actual communication

- It's like the tone for music;
- To be inviting and enlightening versus the topic;
- It must follow certain steps : greeting, introduction, exposing the reason;
- Benefits will be reaped from all three types of communication : verbal, non-verbal and other way of expressing (mimics, gesture);
- It will be chosen and selected words carefully, use appropriate vocabulary – interlocutor, context, legislative component, human component, repeatability, degree of social prejudice;
- The partner in the discussion will never be interrupted;
- Dialogue will not be dominating;
- It is recommended not to abuse its authoritarian prerogatives of his position, of the predictable truth;
- Human dignity, the ego of the local policeman antithetical with the interlocutor, are and should be placed on the same level;

##### b. The interlocutor identification:

- it relies on documents;
- is completed based on common perception, auditory, gestures, expression;
- it's the local policeman's first step in initiating communication, but it is not a decisive impact regarding the his decision
- fact-finding investigation can be made in plain sight, whenever necessary;
- the legal data-base are at his disposal;
- the study is conducted not only by the policeman, but by the citizen, too;

##### c. Gestures in communication

- they must not be exaggerated;
- the movements of the arms must not be too large;

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- shoulder raising is excluded;
- there is no head back;
- no peeking is allowed;
- do not spin keys on the tip of the finger;
- do not signal disagreement by mimics;
- do not use hand gestures that might mean : go away; leave me alone;
- never point direction by pointing with the finger;
- do not imitate somebody else's gestures;
- do not keep your hands in pockets;

### d. Facial expression in communication

- relaxed;
- distinguished;
- natural;
- not tensed;
- without jaw movements;
- without grimacing;
- it must not be fenced;
- without expressing annoyance;

We could list the following aspects of the communication, such as posture in communication, appearance of agent, communication distance, easing communication, listening in communication, end in communication, to say NO to YES in communication and so on, all outlining acceptable profile to local police.

## 5. The local policeman communication with different persons

### a. Communication with a child:

- to be straight and sincere;
- children memorize words, promises, expressions;
- they need to be listened to;
- usually, they tell the truth;
- they can give real information;
- they are fascinated by uniform, equipment; car symbols;
- they respect and fear authorities, policemen;

THE BEGINNING OF PHILOSOPHY IS THE ANSWER AT THE CHILDREN'S QUESTIONS.

### b. Communication with an old person

- old persons are, usually, eager to help;
- they respect law, order and rules;
- they need to be listened to;
- facial expression, tone, voice timber are essential;
- the appreciation of their work means an act of honor to them;

### c. Communication with a female

- women are very attentive with clothing, arguments;
- they accept hard justifications;
- they are good psychologists and, usually, they can easily "read" thoughts;
- they like style, beauty and good taste;
- the local police must be very careful in behavior and speaking;
- sometimes, they do not incline toward recognition of facts;
- sometimes they can be verbally aggressive;

### d. Communication with a drunken person

- requires tact, presence of mind, flair, acumen;
- usually they can be very noisy or very quite;
- they can be very brave, unthoughtful,
- they are very talkative and they know everything;

- they need to be listened to;
- a drunken person tells the truth;
- must be judged carefully;

### **Conclusion**

The brief description in the above article, can be a starting point for future efforts, to train and practice in reverential addressing formulas to develop skills and automatism necessary for an effective communication. So, I consider that a good communicator is a good local policeman in present days and in future.

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